



AN OPEN EXAMINATION  
GIVEN BY THE DEPARTMENT OF CONSUMER AFFAIRS

ENFORCEMENT REPRESENTATIVE I,  
CONTRACTORS STATE LICENSE BOARD

SALARY RANGE \$3,335 - \$4,415

FINAL FILING DATE: MAY 25, 2001

The Department of Consumer Affairs provides equal employment opportunities to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, or sexual orientation.

It is an objective of the State of California to achieve a drug-free work place. The use of illegal drugs is against state and federal laws, rules governing civil service and violates the special trust placed in public servants. Applicants for state employment are expected to be drug-free.

HOW TO APPLY

SUBMIT APPLICATIONS (Std. 678):

MAIL TO:

Department of Consumer Affairs  
Attn: Selection Services  
P.O. Box 980428  
West Sacramento, CA 95798-0428

FILE IN PERSON:

Department of Consumer Affairs  
Attn: Selection Services  
400 R Street, Suite 2000  
Sacramento, CA 95814

Applications must be postmarked no later than the final filing date. Applications postmarked, personally delivered or delivered via interagency mail after the final filing date will not be accepted. If you have a disability and need special testing arrangements, mark the appropriate box of the application form (Std. 678). You will be contacted to make specific arrangements. Telecommunication Device for the Deaf (TDD) number is (916) 322-1700 or 1(800) 735-2929.

You may download the application (Std. 678) on the Internet by connecting to: [www.spb.ca.gov](http://www.spb.ca.gov).  
DO NOT SUBMIT APPLICATIONS TO THE STATE PERSONNEL BOARD.

WRITTEN TEST  
DATE

SATURDAY, JULY 14, 2001.

It is the candidate's responsibility to contact the Department of Consumer Affairs at (916) 327-4967 three days prior to the written test date if he/she has not received his/her notice.

REQUIREMENTS  
FOR ADMITTANCE  
TO THE  
EXAMINATION

ALL APPLICANTS MUST MEET THE REQUIREMENTS FOR ADMITTANCE TO THIS  
EXAMINATION BY THE WRITTEN TEST DATE OF JULY 14, 2001.

NOTE: PLEASE COMPLETELY FILL OUT YOUR APPLICATION, INCLUDING "TO" AND "FROM" DATES (MONTH/DATE/YEAR) OF YOUR EMPLOYMENT. IF WE ARE UNABLE TO VERIFY YOUR EMPLOYMENT HISTORY, YOU WILL RECEIVE A REJECTION LETTER.

Qualifying experience may be combined on a proportionate basis if the requirements stated below include more than one pattern and are distinguished as "Either" I, "or" II, or III. For example, candidates possessing qualifying experience amounting to 50% of the required time of Pattern I, and additional experience amounting to 50% of the required time of Pattern II, may be admitted to an examination as meeting 100% of the overall experience requirement.

Either I

Experience: One year of experience in the Contractors State License Board performing duties equivalent in level of responsibility to a Consumer Services Representative.

Or II

Education: Equivalent to graduation from college preferably with a major in law enforcement, public or business administration or a related field. (Registration as a senior in a recognized institution will admit applicants to the examination, but they must produce evidence of graduation or its equivalent before they can be considered eligible for appointment.) (Qualifying experience may be substituted for the required education on a year-for year basis.)

Or III

Experience: (1) Completion of two years of trade school in construction; or (2) Four years of experience at the journeyman level in one or a combination of:

1. Building construction trades or
2. Independent field investigation work.

DEFINITION OF  
TERMS

The words "performing duties equivalent in level of responsibility" means the applicant must have State service experience of appropriate type and length in a class at the same (or a higher) level of responsibility as the class specified. The phrase "level of responsibility" replaces the phrase "salary range" for all classes in the minimum qualifications and should be so interpreted even if the specification has not been changed.

DRIVERS LICENSE  
REQUIREMENTS

Applicants for positions in this classification must possess a valid driver's license, a good driving record, and are expected to drive vehicles safely. Applicants who do not possess the license will be admitted to the examination but must secure the license prior to appointment.

SEE REVERSE FOR ADDITIONAL INFORMATION

FINGERPRINTING	Applicants will be fingerprinted for the purpose of obtaining a criminal records check.																														
SPECIAL PERSONAL CHARACTERISTICS	Demonstrated ability to act independently with flexibility and tact. Willingness to work odd and irregular hours; and good memory for names, faces, and incidents. Some positions: Willingness to travel.																														
POSITION DESCRIPTION	<p>The position is responsible for the performance of work in connection with the review and enforcement of laws, regulations and procedures administered by the Contractors' State License Board. The predominant duties of this position relate to the research, investigations, regulatory and licensing functions of the Contractors' State License Board.</p> <p>This is the entry and first journey level for this series. Employees are assigned duties and responsibilities commensurate with their background and training. Under close supervision and in accordance with established procedures, incumbents receive on-the-job training from either a supervisor or an advanced full journey Enforcement Representative II, Contractors State License Board, and perform increasingly difficult research and investigation duties on assigned cases. Incumbents investigate complaints, prepare responses and recommend appropriate action; contact and interview consumers, licensees, and suspected non-licensees; review applications for licensure; resolve complaints between consumers and licensees; coordinate industry expert inspections to ensure compliance with the provisions of the law; provide instructions and information to consumers, licensees, and government agencies; and to do other related work.</p>																														
EXAMINATION INFORMATION	<p>THIS EXAMINATION WILL CONSIST OF THE FOLLOWING PHASES:</p> <p><u>WRITTEN TEST – Weighted Pass/Fail:</u> Accepted candidates will be invited to the written test and must attain a minimum rating of 70% in order to pass this examination. Candidates who do not appear for the written test will be eliminated from the examination. Each competitor will be assessed on his/her knowledge, skills and abilities in some or all of the areas listed below.</p> <p><u>QUALIFICATIONS APPRAISAL INTERVIEW – Weighted 100%:</u> The interview phase will include a number of job-related questions. In order to obtain a position on the eligible list, a minimum rating of 70% must be attained in this examination phase. Candidates who do not appear for the interview will be eliminated from the examination. It is anticipated interviews will be in AUGUST/SEPTEMBER, 2001. The Qualifications Appraisal Panel will assess each competitor's knowledge, skills and abilities in some or all of the areas listed below:</p> <p><b>SCOPE:</b></p> <table><tr><td colspan="2"><b>Knowledge of:</b></td></tr><tr><td>1.</td><td>Review techniques including planning and organizing.</td></tr><tr><td>2.</td><td>General principles and concepts used in project review, writing and analysis.</td></tr><tr><td>3.</td><td>Administrative and criminal investigation.</td></tr><tr><td>4.</td><td>Contractors laws and regulations.</td></tr><tr><td>5.</td><td>Mediation techniques.</td></tr><tr><td>6.</td><td>Terminology and procedures use in the construction industry.</td></tr><tr><td colspan="2"><b>Ability to:</b></td></tr><tr><td>1.</td><td>Independently gather, compile, analyze, and interpret data.</td></tr><tr><td>2.</td><td>Prepare complete correspondence and reports in a clear and concise manner.</td></tr><tr><td>3.</td><td>Communicate effectively.</td></tr><tr><td>4.</td><td>Reason logically and creatively and use a variety of analytical techniques.</td></tr><tr><td>5.</td><td>Learn the tools and skills used in the field of investigation as well as the terminology and procedures used in the construction industry.</td></tr><tr><td>6.</td><td>Consult and advise interested parties on cases or related materials.</td></tr><tr><td>7.</td><td>Gain and maintain the confidence and cooperation of law enforcement officials and others.</td></tr></table>	<b>Knowledge of:</b>		1.	Review techniques including planning and organizing.	2.	General principles and concepts used in project review, writing and analysis.	3.	Administrative and criminal investigation.	4.	Contractors laws and regulations.	5.	Mediation techniques.	6.	Terminology and procedures use in the construction industry.	<b>Ability to:</b>		1.	Independently gather, compile, analyze, and interpret data.	2.	Prepare complete correspondence and reports in a clear and concise manner.	3.	Communicate effectively.	4.	Reason logically and creatively and use a variety of analytical techniques.	5.	Learn the tools and skills used in the field of investigation as well as the terminology and procedures used in the construction industry.	6.	Consult and advise interested parties on cases or related materials.	7.	Gain and maintain the confidence and cooperation of law enforcement officials and others.
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ELIGIBLE LIST INFORMATION	A Department eligible list will be established for the Department of Consumer Affairs. The list will be abolished 12 months after it is established unless the needs of the service and/or conditions of the list warrant a change in this period.																														
VETERANS POINTS	Veterans Preference points will be granted in this examination.																														

THE MOST UP TO DATE GENERAL INFORMATION FROMSPB CAN BE FOUND ON THE INTERNET ON- <http://www.spb.ca.gov>

GENERAL INFORMATION

**For an examination without a written feature** it is the candidate's responsibility to contact the TESTING OFFICE at (916) 3274967 three weeks after the final filing date if he/she has not received a progress notice.

**If a candidate's notice** of an oral interview or performance test fails to reach him/her prior to the day of the interview due to a verified postal error, he/she will be rescheduled upon written request.

**Applications** are available at State Personnel Board offices, local offices of the Employment Development Department and the Department noted on the front.

**The Department of Consumer Affairs** reserves the right to revise the examination plan to better meet the needs of the service if the circumstances, under which this examination was planned, change. Such revision will be in accordance with civil service law and rules and all competitors will be notified.

**Eligible Lists:** Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) subdivisional promotional, 2) departmental promotional, 3) multidepartmental promotional, 4) servicewide promotional, 5) departmental open, 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in from one to four years unless otherwise stated on this bulletin.

**General Qualifications:** Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history and fingerprinting may be required.

**Veterans Preference:** California law limits the granting of veterans preference credits to entrance examinations. When credit is granted it is as follows: 10 points for veterans, widows or widowers of veterans, and spouses of 100% disabled veterans; and 15 points for disabled veterans. Directions for applying for veterans preference are on the Veterans Preference Application form which is available from State Personnel Board offices or written test proctors. Due to changes in the law, which were effective January 1, 1996, veterans who achieve permanent civil service status are not eligible to receive veterans credits.

**High School Equivalence:** Equivalence to completion of the 12<sup>th</sup> grade may be demonstrated on any one of the following ways: 1) passing the General Education Development (GED) Test; 2) completion of 12 semester units of college-level work; 3) certification from the State Department of Education, a local school board, or high school authorities that the candidate is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business collegework in place of high school on a year-for-year basis.